
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

Kabernet Assist, LLC

November 13, 2017

Introduction

The purpose of this report is to provide the results of the 2017 QA&I Provider Onsite Review that occurred on November 6, 2017.

The Quality Assessment and Improvement Process has been designed to provide oversight to provider agencies under the Office of Developmental Programs. The focus areas for this review include quality management, incident management, and promoting employment.

QA&I Summary

Your organization was included in this review based on your MPI number. Your organization submitted the provider self-assessment on time. The day of the onsite review you were audited by Lauren A. Smoyer, Intellectual Disabilities Supervisor for the Chester County Office of Mental Health and Developmental Disabilities. The onsite review of policies and procedures, staff training, client record review, consumer and staff interviews took place on the day of the review. Five consumer records were chosen for review and five staff training records were audited for compliance. Two consumers and two staff were interviewed for the purposes of assessing the consumer's satisfaction with services and staff's knowledge on the consumers they work to support.

Data Analysis and Performance Evaluation

Kabernet Assist, LLC performed well on the administrative portion of the review. There were two policies that were out of compliance. The provider is not completing quarterly quality management reviews, which is also out of compliance with regulations. The QA&I lead for Chester County will follow up with the provider at times to ensure quality management data collection and analysis is occurring and being documented per regulatory requirements. The expectation for policy remediation is 30 days from the date of this report.

Staff trainings are being documented and are occurring on an annual basis and at the time of hire. Kabernet Assist excels at ensuring staff trainings are comprehensive and person centered.

The record review portion of the review was free of areas of non-compliance. All records contain appropriate documentation of service delivery. Individuals who receive employment services are supported in ODP's priority areas.

The consumer and staff interviews took place at the Kabernet Assist administrative office. Overall the consumers are very satisfied with services. Neither consumer interviewed wishes to make changes to their services with Kabernet Assist.

The staff that was interviewed was very knowledgeable in regards to the consumers and the content of the ISP. The staff seems comfortable in supporting individuals with unique interests and varying levels of need.

No areas of non-compliance were remediated during the onsite review for your agency.

Appendices

QA&I MCI tracker

QA&I Corrective Action Plan